

# 2007

## Utah State Office of Rehabilitation

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT  
84114-4200

Donald R. Uchida  
Executive Director



# ANNUAL REPORT



86 Years of  
Service to the  
Citizens With  
Disabilities  
in Utah

Annual Report of the Utah State Office of  
**REHABILITATION**



250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT  
84114-4200

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Patti Harrington, Ed.D.  
Chief Executive Officer  
Utah State Board of Education

**FY 2007**





# TABLE OF CONTENTS

Utah State Office of Rehabilitation Executive Director's Message.....	1
Utah State Board of Education.....	3
<b>UTAH STATE OFFICE OF REHABILITATION</b>	
Organization Chart and Mission .....	5
Advisory Councils .....	6
Programs and Services .....	7
Revenues.....	8
<b>DIVISION OF REHABILITATION SERVICES</b>	
Organization Chart .....	9
Vocational Rehabilitation Program .....	11
Mission, Vocational Evaluation, Assistive Technology, Benefits Planning Assistance and Outreach, Choose to Work, WorkAbility: Opening Doors to Work, and "Supply-Side" Program .....	11
Successful People: Otha "Bud" Proctor, Jarom Hlebasko, and David Adams,.....	12
Stacey Calvin, Rusty Glahe, and Andrea Hatch.....	13
Expenditures (Graph) .....	14
Highlights and Characteristics of the Individuals Employed (Charts) ..	15
Impact of the Vocational Rehabilitation Program (Map) .....	16
Economic Impact and Occupations of the Individuals Rehabilitated (Graphs).....	17
Major Disabling Conditions of the Individuals Rehabilitated (Graph) .	18
Collaborative Partnerships .....	19
Independent Living Program .....	20
Mission, Peer Support, Independent Living Skills Training, Individual and Systems Advocacy, Information and Referral, Assistive Technology Services, Recreation and Community Integration Programs, and Independent Living Older Blind Services.....	20
Nursing Facility Diversion and Community Re-Entry, Accomplishments, and Successful People: Susan Chapman.....	21
<b>DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED</b>	
Organization Chart .....	23
Mission .....	25
Accomplishments .....	26
and Successful People: Kristin O'Neill .....	27

# Utah State Office of Rehabilitation

## TABLE OF CONTENTS (CONTINUED)

### **DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING**

Organization Chart .....	29
Mission, Sanderson Center Assistive Technology Program Helps Consumers Try Before They Buy.....	31
Accomplishments: Interpreter Program, Outreach and Assistive Technology Program, Deaf Programs, Hard of Hearing Program, and Mental Health Counseling/ Independent Living .....	32
Adult Education Classes, Personal Adjustment Services, and Southern Utah Program.....	33
Successful People: Linda Berness.....	34

### **DIVISION OF DISABILITY DETERMINATION SERVICES**

Organization Chart .....	35
Mission, Accomplishments: DDS Staff Member Recognized with a Social Security Associate Commissioner Citation .....	37
New Building Planned, DDS Advisory Council, and Impact on Utah's Citizens and Economy.....	38

### **USOR OFFICE LOCATIONS .....**

39

## EXECUTIVE DIRECTOR'S MESSAGE



Donald R. Uchida  
Executive Director

I am pleased to present the Utah State Office of Rehabilitation (USOR) 2007 Annual Report, which will illustrate the importance of collaboration in the work that we do. This report shares the stories of consumers who have benefited from our services, as well as from the partnerships the USOR has developed with other agencies and organizations. But most of all, you will read about the fruits of the labor of a very dedicated and committed staff.

You will see that the USOR provides a wide range of services with the primary purpose of assisting individuals with disabilities to prepare for and obtain employment and increase their independence.

Thank you for taking the time to read this report and learn about the work of our staff and the difference we are making in the lives of people with disabilities.



# UTAH STATE BOARD OF EDUCATION

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Twila Affleck  
Secretary

Patti Harrington  
Executive Officer

\*Board of Regents Appointments

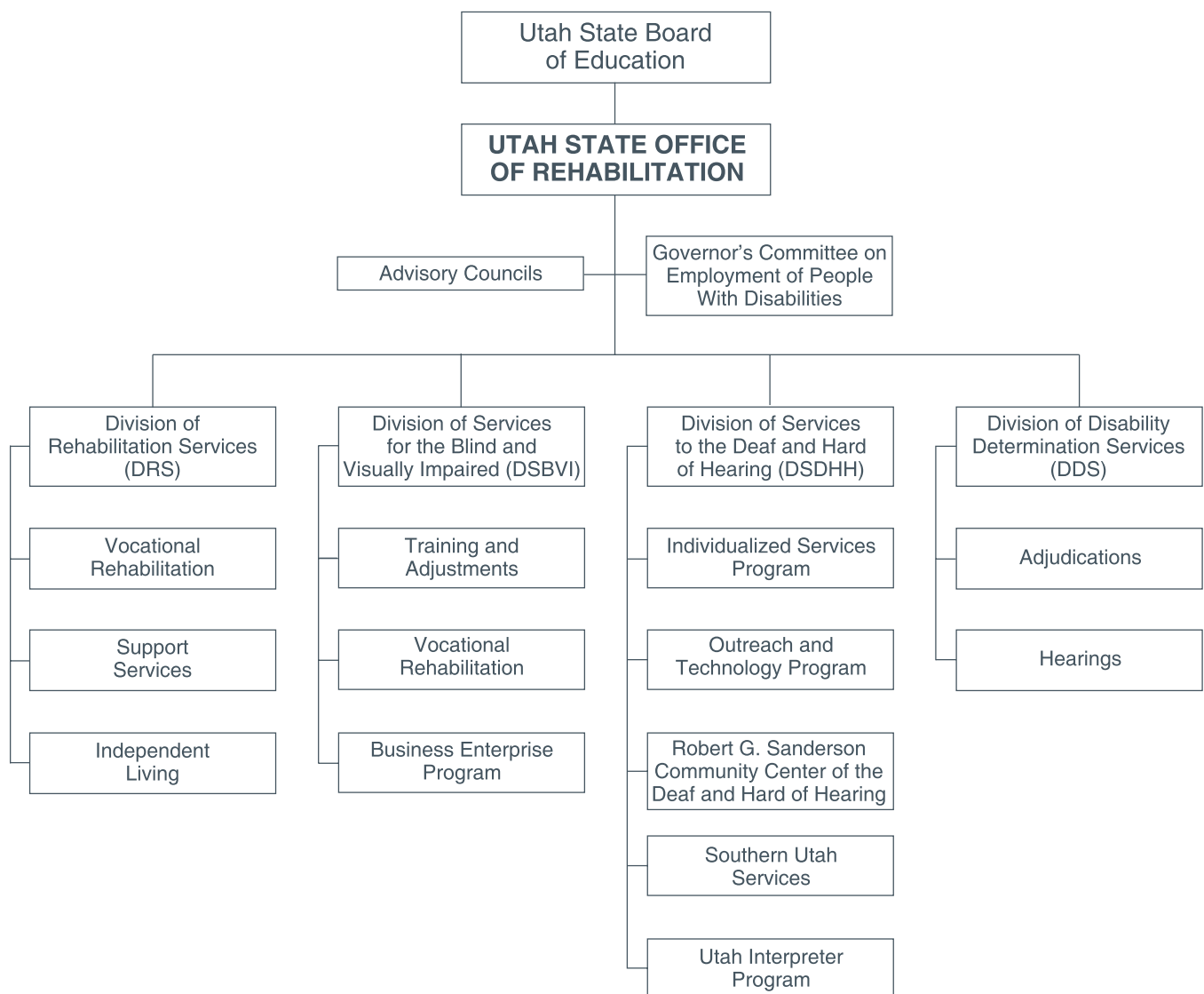
\*\* CMAC Representative Appointment

7/07/2007



# UTAH STATE OFFICE OF REHABILITATION

**Mission:** To assist individuals with disabilities to prepare for and obtain employment and increase their independence.



# Utah State Office of Rehabilitation

# ADVISORY COUNCILS

Advisory Councils work with staff members to establish direction and implementation of the various USOR service delivery programs and Independent Living.

## **Rehabilitation Services Council**

Allan Ayoub, West Valley City  
Melanie Bike, Bountiful  
Deborah Burt, Lindon  
Linda Collins, Bountiful  
Garth Eldredge, West Jordan  
Delena Fish, Elmo  
Nancy Friel, Salt Lake City  
Krystal Gray, Herriman  
Rollin Jones, Taylorsville  
Gary Knapp, Ogden  
Pam Knighton, Logan  
Susan Loving, Tooele  
Kent McGregor, St. George  
Jackie Pierce, Salt Lake City  
Helen Post, Salt Lake City  
Treva Roanhorse, Window Rock, Arizona  
Eileen Saunders, Cedar City  
Karl Smith, Taylorsville  
Kraig Stephens, St. George  
Milton Taylor, Salt Lake City  
Nedra Taylor, Logan  
Rebecca Wassem, Holladay

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Jen Byrnes, Taylorsville  
David Davenport, Orem  
Melissa Davis, Salt Lake City  
Dave Doty, Salt Lake City  
Eric Lynn, Kearns  
Trenton Marsh, Taylorsville  
Dan Mathis, Kaysville  
Erin Parkin, Salt Lake City  
Christine Timothy, Salt Lake City  
Donna Winkler, Woods Cross

## **Statewide Independent Living Council**

Cheryl Atwood, Logan  
Vickie Brenchley, Orden  
Andy Curry, Logan  
Leslie Gertsch, Woods Cross  
Matt Knotts, Salt Lake City  
Ted Loosli, West Valley City  
Marilyn Mitchell, Price  
Andrew Riggle, Salt Lake City  
Lester Ruesch, St. George  
Rebecca Wassem, Holladay  
Tammy Word, Salt Lake City

## **Division of Disability Determination Services Advisory Council**

Mitzi Cheney, Salt Lake City  
Terra Jordan, Salt Lake City  
Yolanda Kunder, Salt Lake City  
Vanya Mabey, Salt Lake City  
Barrie Nielson, Sandy  
Marsha Rawlings, Lewiston  
Gordon Richins, Logan  
Mark Smith, Salt Lake City

## **Division of Services to the Deaf and Hard of Hearing Advisory Council**

Michael Cox, Salt Lake City  
Lisa Dahlstrom, Salt Lake City  
Janice Deelstra, Lewiston  
Kathy Evans, Salt Lake City  
Rollin Jones, Taylorsville  
Von Jones, St. George  
Diane Larsen, Bountiful  
David Mason, Salt Lake City  
Cindy McDougal, Salt Lake City  
Suzanne Reese, Ogden  
Joy Roberts, Salt Lake City

## **Division of Services for the Blind and Visually Impaired Advisory Council**

D. Gregg Buxton, Roy  
Linda Collins, Bountiful  
Zora Foote, Santa Clara  
Ron Gardner, Bountiful  
Leslie Gertsch, Woods Cross  
Grace Goff, Murray  
Richard Greenwood, Roy  
Bessie Oakes, Salt Lake City  
Robert Olsen, Saratoga Springs  
Bill Peterson, Manti  
Lee Robinson, Pleasant View  
Lorri Quigley, Salt Lake City  
Todd Stephens, Morgan

## **Governor's Committee on Employment of People with Disabilities**

Jill Boyle, Intermountain Health Care  
Kirby Croyle, Wells Fargo  
Amanda Dickson, KSL  
Bart Olsen, State Human Resources  
Paul Kelsey, HealthSouth  
Gary Knapp, Enable Industries  
Susan Loving, State Office of Education  
Stephen Maas, State Workforce Services  
Steven Mascaro, Utah Works, State Legislature  
Karla Padilla, Public-at-Large  
Ken Reid, Utah Center for Assistive Technology  
Brian Small, Swire Coca-Cola  
Charlee Wallace, Manpower



# Utah State Office of Rehabilitation PROGRAMS & SERVICES

## **VOCATIONAL REHABILITATION PROGRAM**

The Vocational Rehabilitation (VR) program provides services to individuals whose disability is a substantial impediment to employment. The VR program is designed to assist these individuals to achieve employment outcomes. Services are available according to individuals' needs, abilities, and choices. Vocational Rehabilitation services are provided through the USOR's Division of Rehabilitation and the Division of Services for the Blind and Visually Impaired.

## **INDEPENDENT LIVING PROGRAM**

The Independent Living program provides services to individuals with disabilities who need opportunities to maintain or increase their independence. Services are provided through a cooperative effort of the Utah State Office of Rehabilitation, the Utah Statewide Independent Living Council, and nonprofit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

## **GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES**

The Governor's Committee's mission is to facilitate communication and cooperation, and promote public and private efforts to increase equal employment opportunities for qualified Utahns with disabilities. Its main responsibilities are to promote employment opportunities for individuals with disabilities; advise the State Board of Education and the Governor on issues that affect employment; advocate full and equal rights for individuals with disabilities; educate the public through information and public relations; recognize exemplary contributions in the areas of employment, job placement, rehabilitation, training, support services, medicine, and public relations; recognize personal achievements of individuals with disabilities; and provide training, support, and technical assistance to employers.

## **SERVICES FOR THE BLIND AND VISUALLY IMPAIRED**

In addition to Vocational Rehabilitation services, the USOR offers a variety of training and adjustment services for individuals who are blind or have significant visual impairments. These services include skills training, psychological and social orientation, adaptive equipment, Braille training, mobility training, independent living, and computer training.

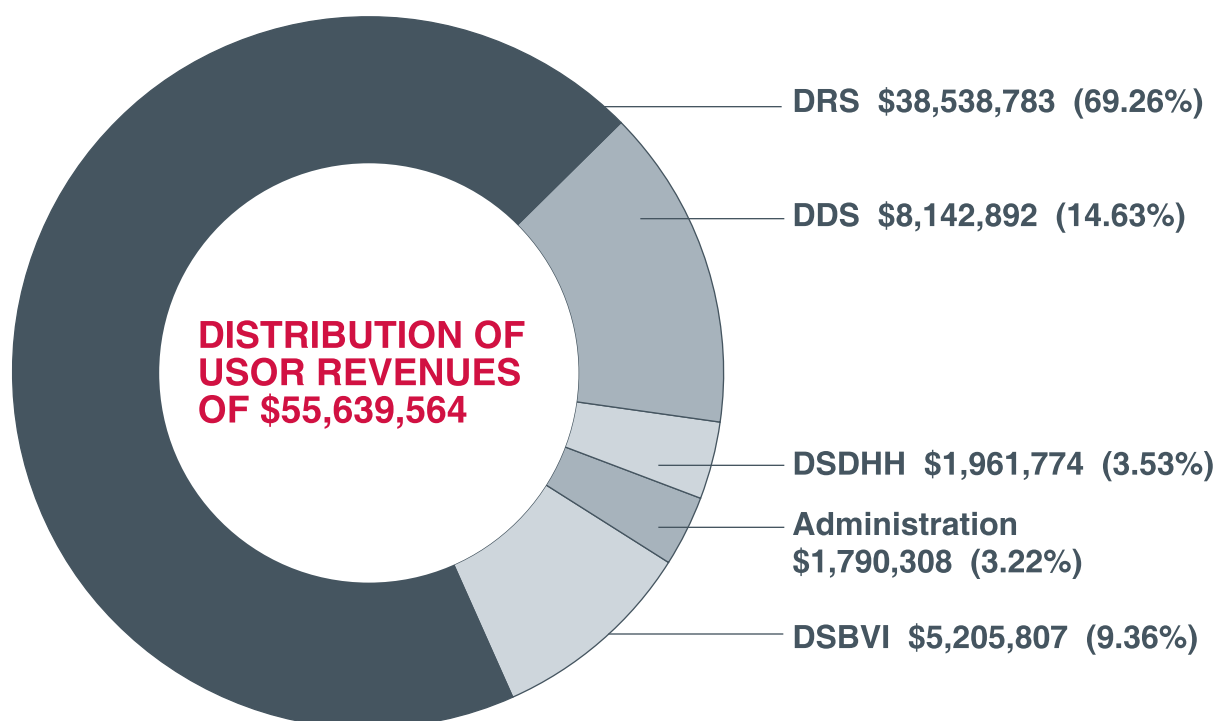
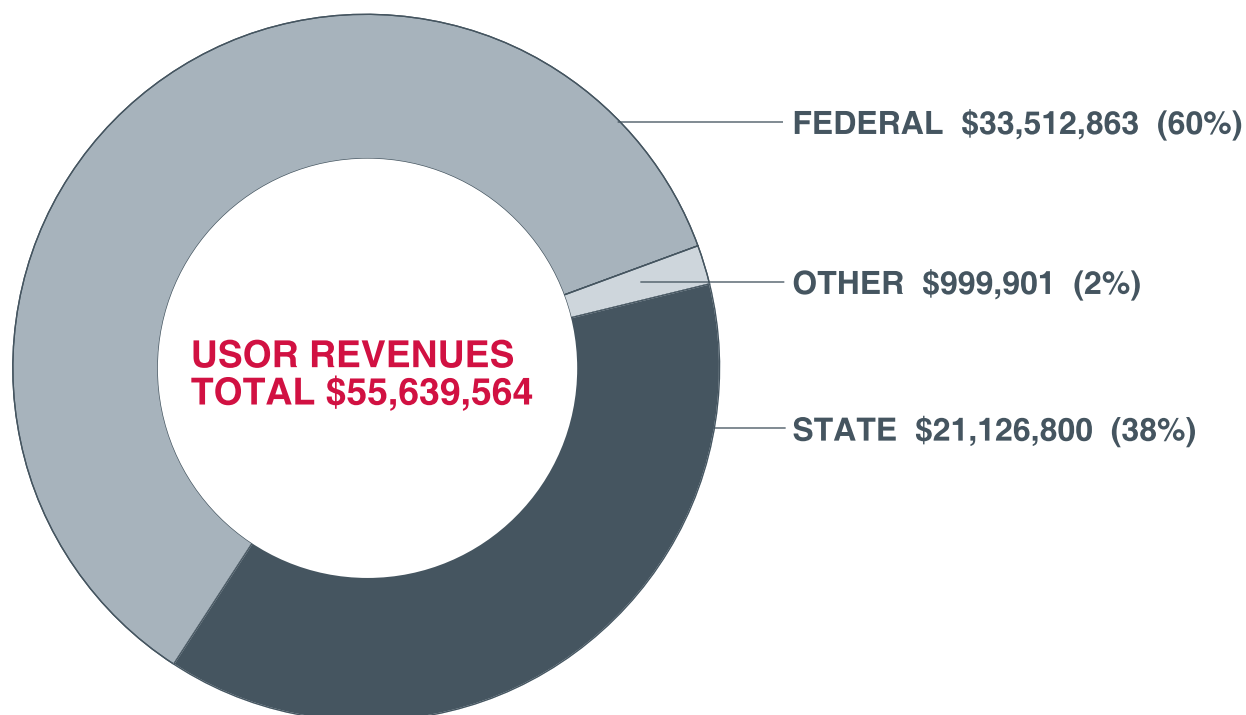
## **SERVICES TO THE DEAF AND HARD OF HEARING**

Many services designed for individuals with hearing loss are provided through the Division of Services to the Deaf and Hard of Hearing. These services include an interpreter referral service, assistive technology, and a variety of social and educational programs.

## **DISABILITY DETERMINATION SERVICES**

The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

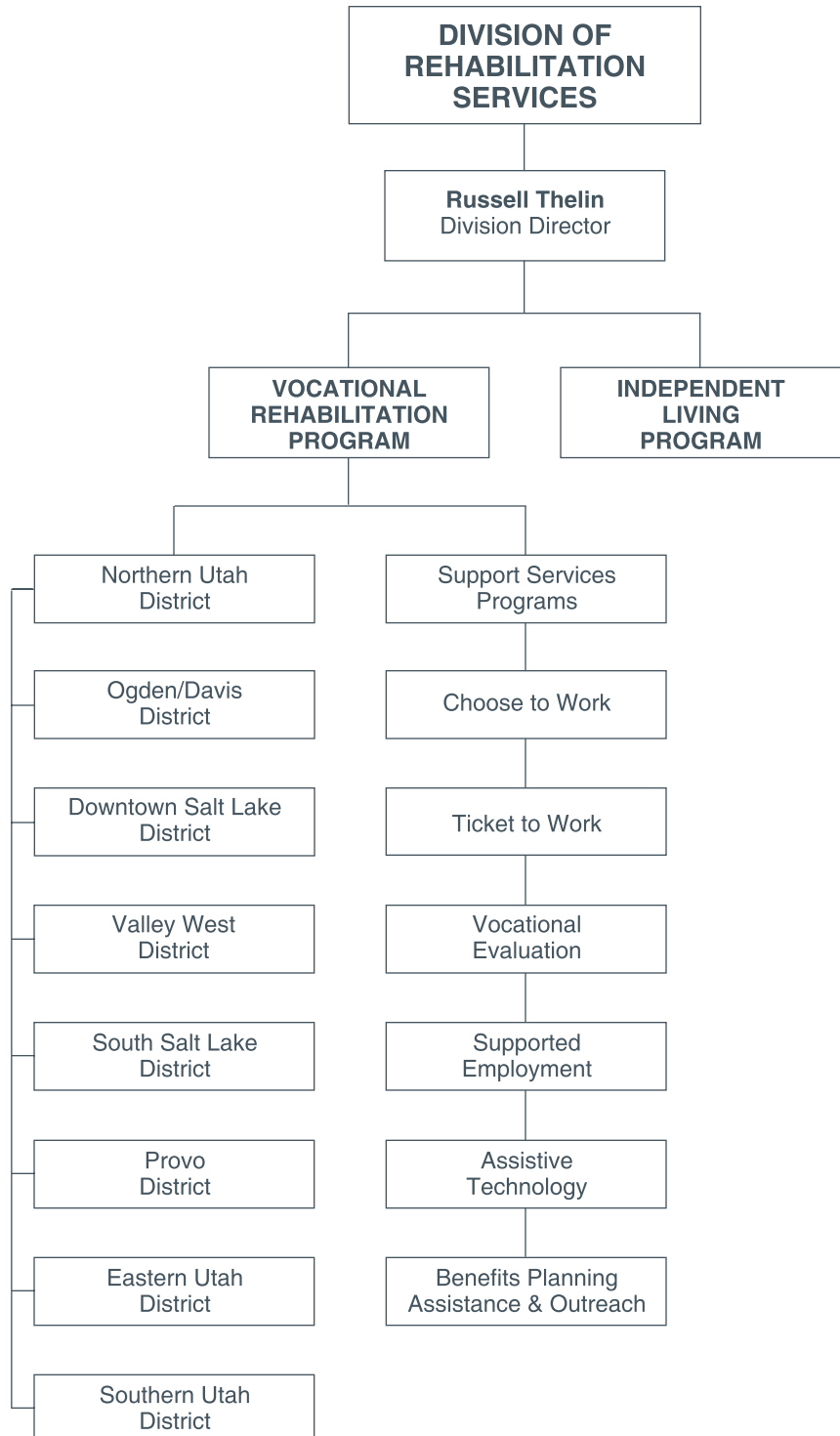
# REVENUES



DIVISION of  
**REHABILITATION**  
SERVICES



Russell Thelin  
Division Director





# Division of Rehabilitation Services

# VOCATIONAL

## REHABILITATION PROGRAM

**Mission:** To assist eligible individuals with disabilities to prepare for and obtain employment.

**Vocational Rehabilitation (VR)** services are provided under the State Office of Rehabilitation through programs located in both the Division of Rehabilitation Services (DRS) and Division of Services to the Blind and Visually Impaired (DSBVI). Services such as assessment, counseling and guidance, restoration, training, job development and job placement are individualized and provided to individuals with disabilities determined eligible due to having physical or mental impairments that result in a substantial impediment to employment, and who require such services. For the 2007 program year the DRS provided VR services to 20,055 individuals while the DSBVI served 529. Of those served, the DRS placed 3,080 into employment. The DSBVI placed 76 into employment.

Services under the VR programs are provided as eligible individuals with disabilities work in partnership with one of 121 qualified professional Rehabilitation Counselors located statewide. Mutually determined services needed are developed into an Individualized Plan for Employment (IPE). These outlined services are then provided to achieve a vocational goal and meaningful employment outcome in accordance with the personal needs and objectives of each individual.

To assist in these outcomes, a number of specialized resources are offered. A few are summarized below:

### **Vocational Evaluation**

A service for eligible individuals with disabilities that provides career information to enable them to make meaningful choices for employment, taking into account their interests, aptitudes, abilities and values.

### **Assistive Technology**

Services provided to individuals with disabilities who need technology to pursue and attain their vocational goals. Examples include, but are not limited to, voice recognition software, ergonomic tools, screen readers, lifts, assessment, custom modification, purchasing, and training on technological devices.

### **Benefits Planning Assistance and Outreach**

Provides beneficiaries of the Supplemental Security Income and Social Security Disability Insurance programs with information regarding work incentives available through the Social Security Administration to enable them to make informed choices regarding returning to employment.

### **Choose to Work**

A cooperative service provided through a partnership between the State Office of Rehabilitation and the Utah Department of Workforce Services. Choose to Work provides individualized specialty job development and job placement for individuals with more significant disabilities.

### **WorkAbility: Opening Doors to Work**

Cooperative services offered through a partnership between the Office of Rehabilitation, Workforce Services, the State Office of Education Special Education/At-Risk Students, and the Department of Health. Designed for people who receive public benefits such as Medicaid and Social Security due to a disability, WorkAbility connects to people and supports that assist in finding and maintaining employment.

### **“Supply-Side” Program**

This program is a networking initiative to connect job-ready individuals with disabilities (supply) to employers who are hiring or looking to hire (demand). Services under this network are coordinated through multiple entities for the purpose of linking potential employees with employers to meet the needs of both. Activities include job fairs, tailored training programs for employers, and technological linkages.

# DIVISION of Rehabilitation Services SUCCESSFUL PEOPLE



## **Otha "Bud" Proctor**

A true success story, Bud Proctor exemplifies the positive results of client collaboration with various agencies, a foundation, and medical and school personnel. Bud came to the Vocational Rehabilitation program in 2001, wanting to complete his education at the university. Because of his numerous medical conditions, a facilitative rehabilitation counselor helped Bud to obtain assistive technology to maintain his school progress. He completed his degree and was able to re-enter the work force. Bud has since left this employment and obtained very lucrative employment as a practitioner consultant with excellent benefits. Bud has been asked by the corporate office to train employees to emulate his success. Not only does Bud work at this career, but he and his son have started a side business as well. He states that either the forces of Mother Nature or the inadequacies of life happen, and it is nice to know there is an organization like the Division of Rehabilitation Services available to help someone who has a dream to fulfill.



## **Jarom Hlebasko**

Seven years ago Jarom and his buddies were enjoying the snow in southern Utah when the last jump into a snowbank injured his neck. The injury resulted in quadriplegia, but nothing stops Jarom from reaching his goals. He completed his degree at the university in a very challenging field; in the ten years this highly technical information system program has been offered, only ten to fifteen individuals have graduated. Jarom is successfully employed with an international company. Through the help of Vocational Rehabilitation in providing tuition, books, a computer and printer, a Quickie chair with alternating cushions, a modified van lift, and other assistive technology, this employment was made possible. Jarom was married three years ago, has been able to travel, and looks forward to his future. He says he wants to succeed and especially to live a better life and provide for his wife and future family. Jarom is grateful there are funds available to help people with disabilities and give them the opportunity to see their future in a positive light.



## **David Adams**

Having a neurological disorder that affects his muscles has not stopped David from teaching children in a rural high school. The Vocational Rehabilitation program provided David with help in finishing his degree, a scooter and lift, and a printer and laptop with accessible software. David loves living in southeastern Utah, where he recreates with his wife and dogs. The assistive technology he received to retain his job provided him with freedom and independence; he feels he can be part of the community and do what he wants when he wants.



# SUCCESSFUL PEOPLE



## **Stacey Calvin**

Stacey felt the discrimination that is part of having a disability when she was fired from a job even though she informed her employer of her disability prior to beginning the job. She came to Vocational Rehabilitation to get help after the stress of being fired. Stacey said the coordination and facilitation of benefits, as well as the encouragement and counseling given by her rehabilitation counselor, was more than she hoped for. After suffering from seizures for 20 years, Stacey went to a specialist who diagnosed the reason for her seizures, and a simple surgery helped Stacey to be seizure-free. She is successfully working as a legal secretary with a state department. She stated that she would refer anyone with a disability to the Vocational Rehabilitation program, as she went in feeling that she was of no worth. Her counselor pulled her through all the way to employment.



## **Rusty Glahe**

A referral to the Vocational Rehabilitation program in high school due to a learning disability provided Rusty with the planning and education he needed to get out of a dead-end job and back into work he enjoyed. His Vocational Rehabilitation counselor conducted hours of research; helped with tuition, books, and tools; and continually boosted Rusty's confidence while he completed his program. After finding his job at a job fair at the college, Rusty is finally able to have the confidence to be successful in his employment. Rusty feels his counselor is "awesome," and he is grateful for the help he received.

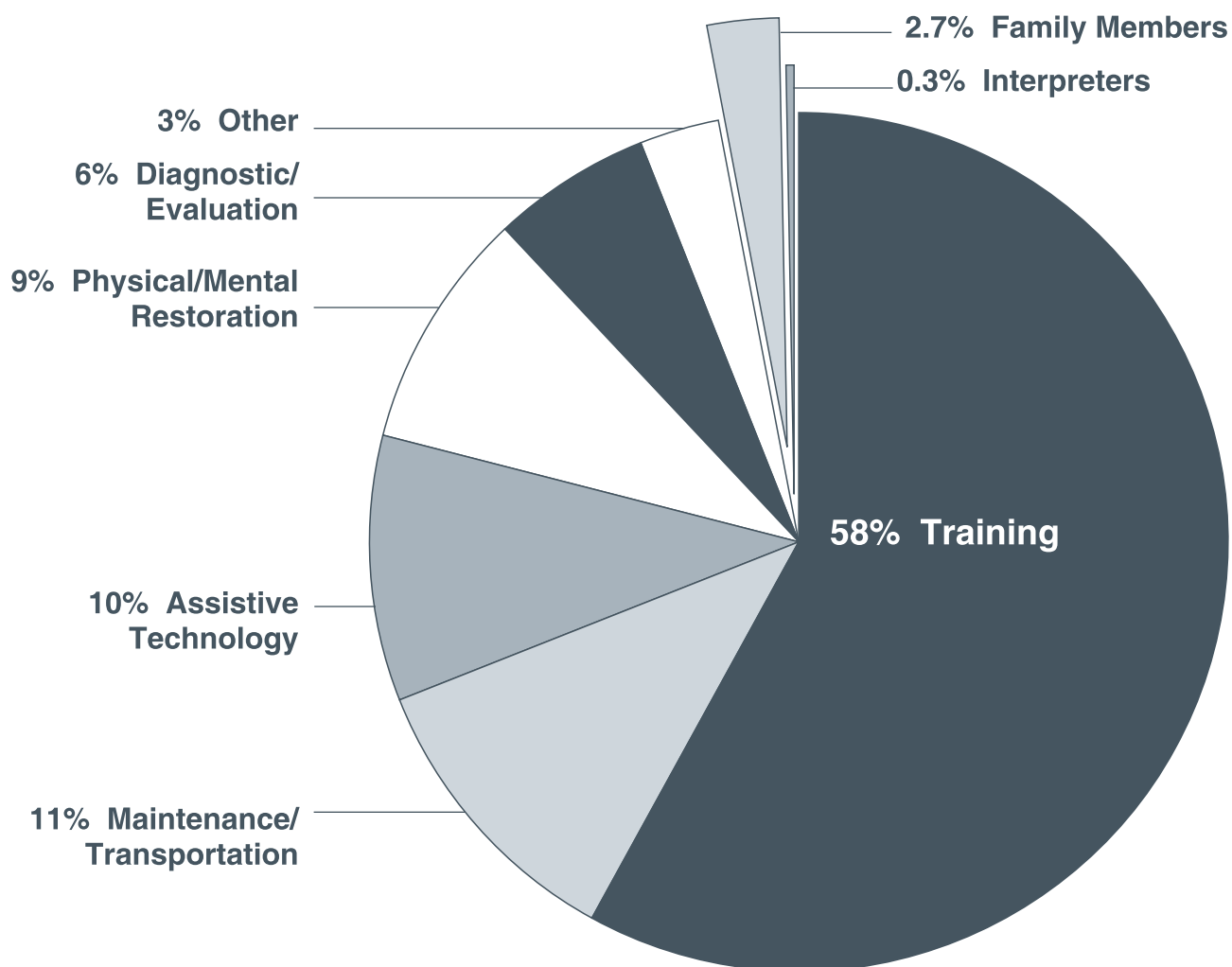


## **Andrea Hatch**

A debilitating childhood disease left Andrea with some physical challenges. However, she came to the Vocational Rehabilitation program ready to complete her college education and become a special education teacher. Andrea received assistance with tuition, books, and tutoring, which enabled her to become employed as a teacher serving two elementary schools. She felt that her life has completely changed. She is a contributor to society, has enabled children with disabilities to gain a good education, and can now provide more for her family. Because of the Vocational Rehabilitation program's help, Andrea has gained self-confidence and is grateful there is such an agency available.

# EXPENDITURES

This chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



**Total Employed = 3,156**



# HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2007:

- ▶ 3,156 individuals with disabilities were successfully employed.
- ▶ 20,584 individuals were provided with vocational rehabilitation services.
- ▶ 98 percent of those employed were severely disabled.
- ▶ 236 public assistance recipients were successfully employed.
- ▶ 769 Social Security Disability Insurance recipients were successfully employed.
- ▶ 96 individuals were successfully employed through supported employment services.
- ▶ \$14,194,762 in estimated annual taxes were paid by 3,156 employed individuals after vocational rehabilitation services were provided.

# CHARACTERISTICS

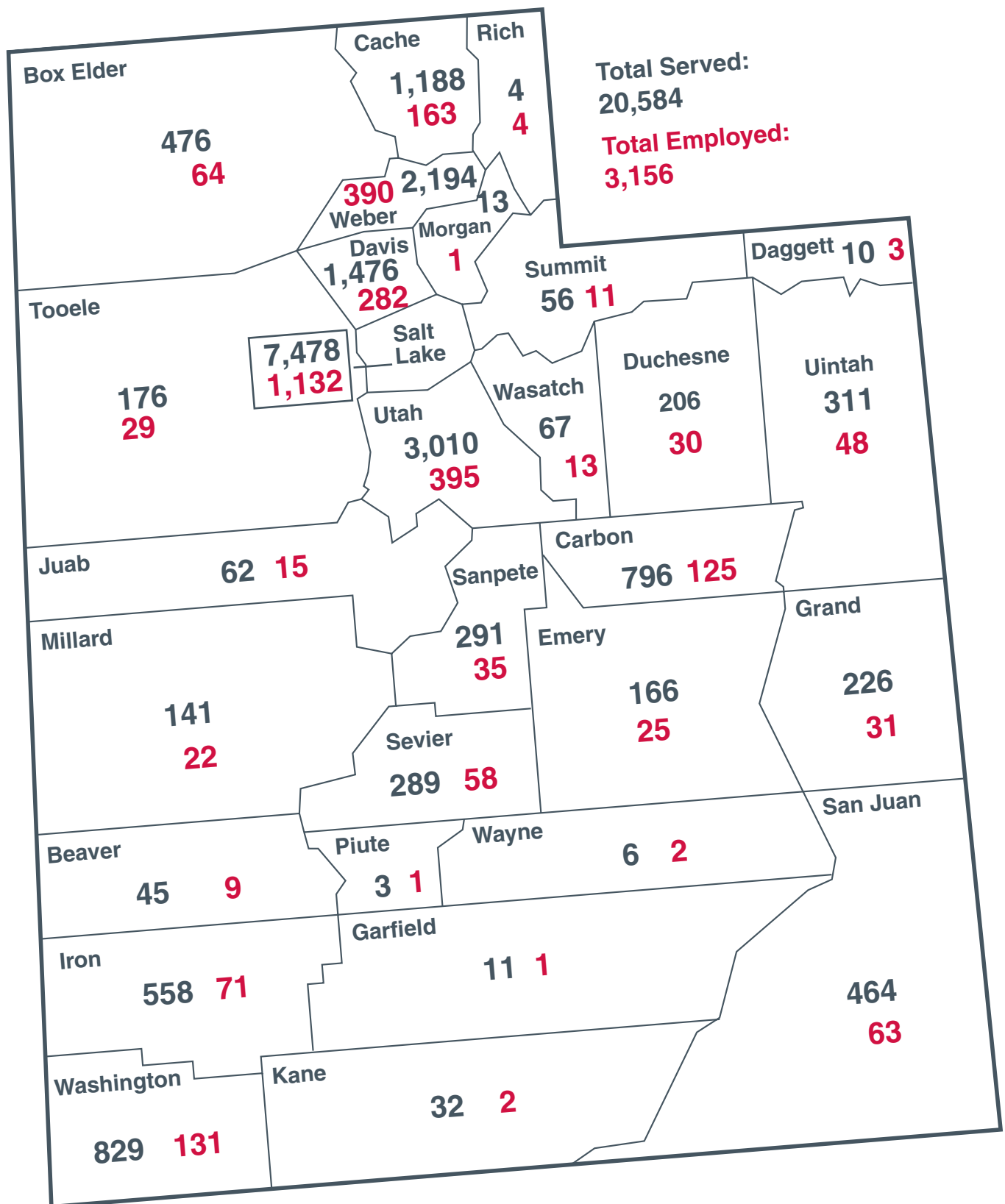
<b>GENDER</b>	<b>Number</b>	<b>Percent</b>
Male	1,681	54%
Female	1,445	46%
<b>TOTAL</b>	<b>3,156</b>	<b>100%</b>

<b>MARITAL STATUS</b>	<b>Number</b>	<b>Percent</b>
Married	831	26.0%
Widowed	51	1.6%
Divorced	708	22.0%
Separated	208	6.4%
Never Married	1,358	44.0%
<b>TOTAL</b>	<b>3,156</b>	<b>100.0%</b>

<b>ETHNIC BACKGROUND</b>		
White	2,677	84.0%
African American	46	1.4%
Asian	20	1.0%
Native American	64	2.6%
Pacific Islander	21	1.0%
Multiple Ethnicity	328	10.0%
<b>TOTAL</b>	<b>3,156</b>	<b>100.0%</b>

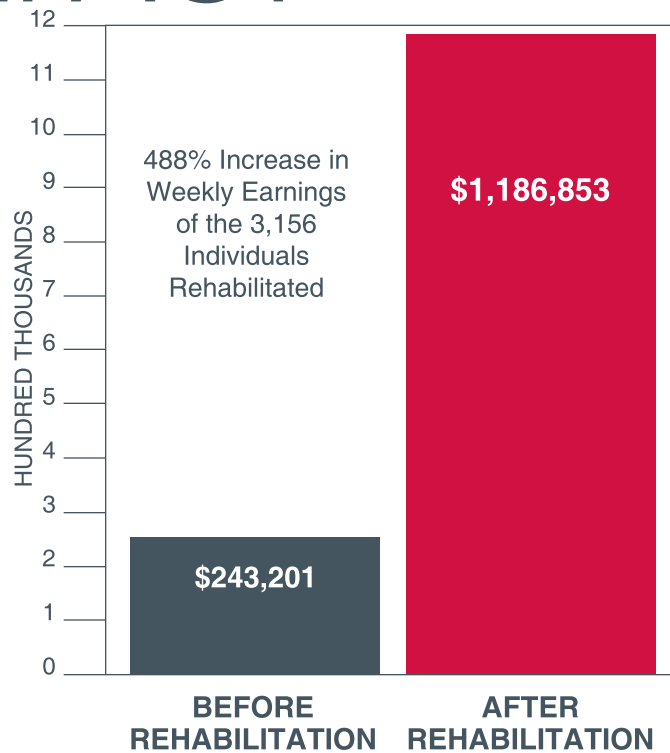
<b>AGE AT REFERRAL</b>		
Less than 20 years	22	0.7%
20 through 34	1,477	46.0%
35 through 44	737	23.0%
45 through 64	885	29.0%
65 and over	35	1.3%
<b>TOTAL</b>	<b>3,156</b>	<b>100.0%</b>

# IMPACT



# IMPACT After Rehabilitation Services

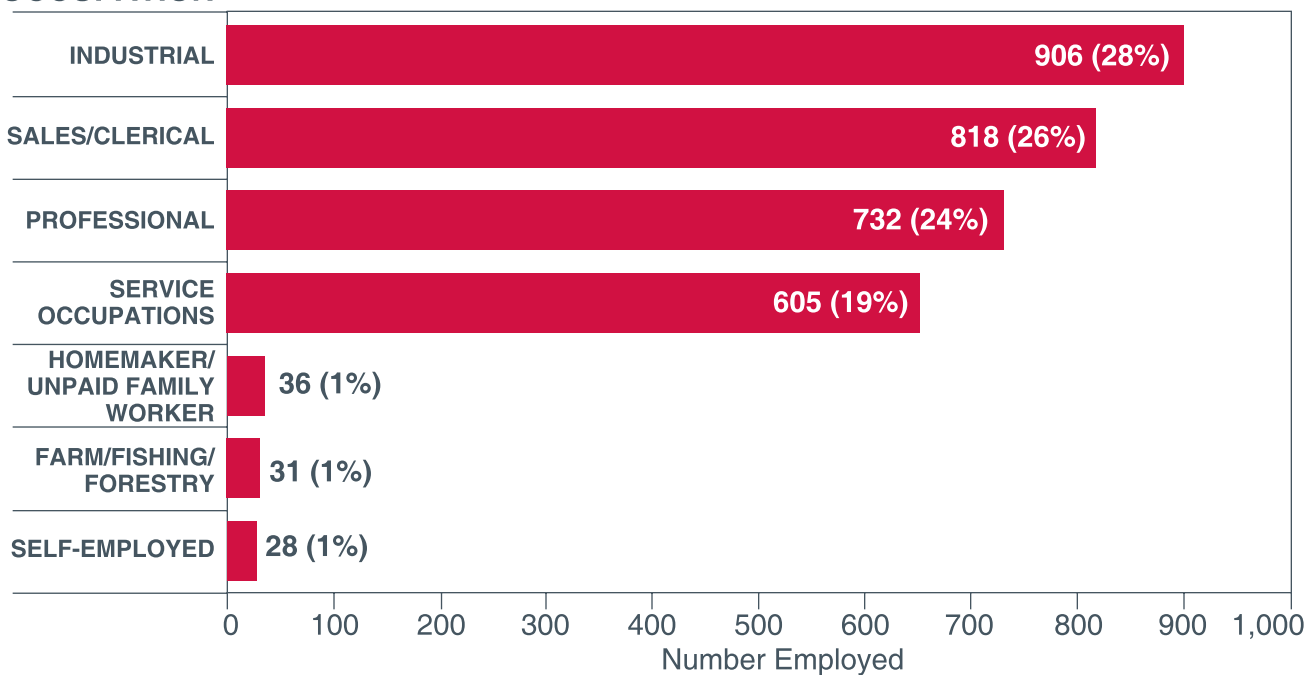
## ECONOMIC



# OCCUPATIONS

of the 3,156 Individuals Rehabilitated

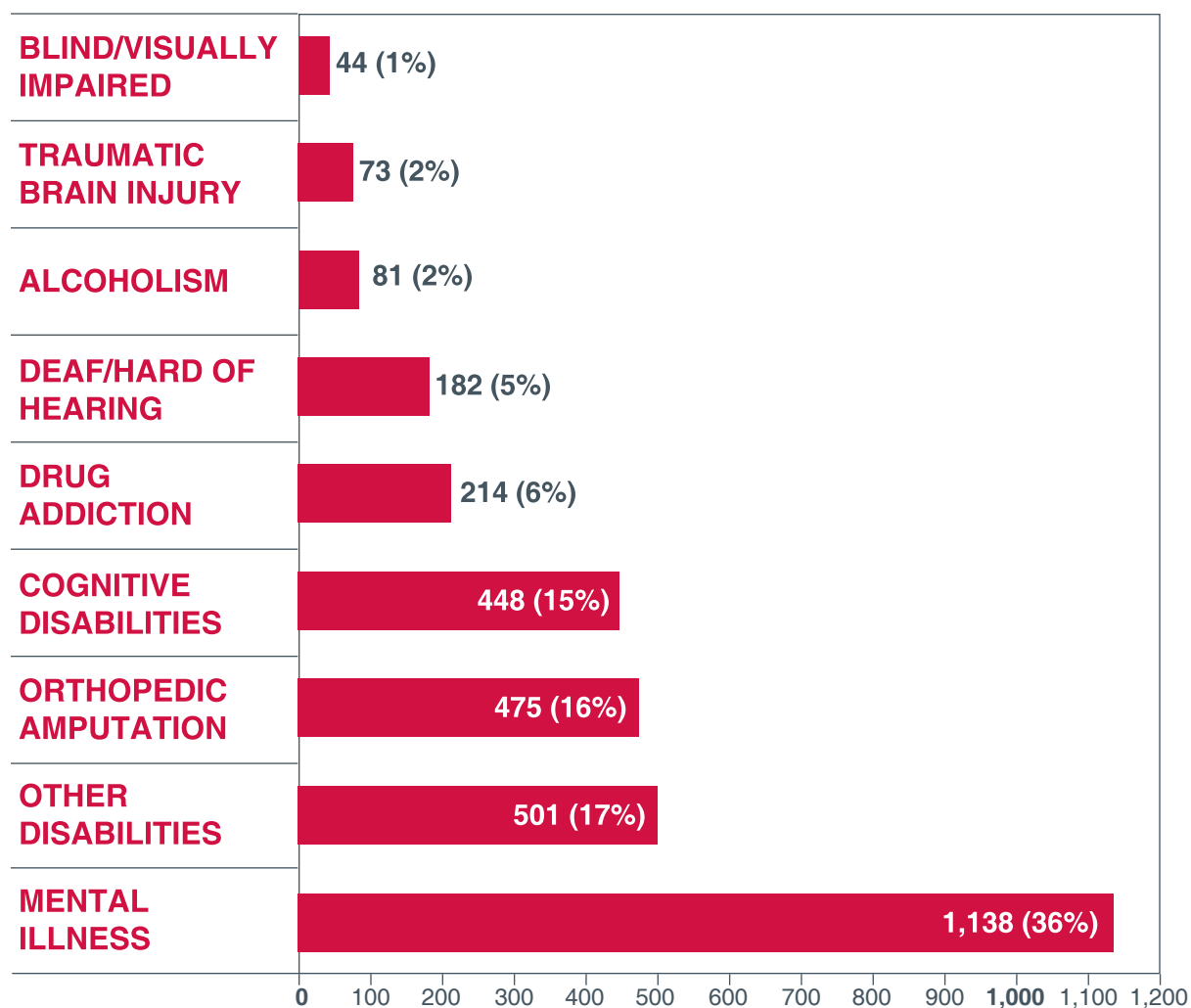
## OCCUPATION



# MAJOR DISABLING CONDITIONS

of the 3,156 Individuals Rehabilitated

## DISABLING CONDITION



# COLLABORATIVE PARTNERSHIPS

The Division of Rehabilitation Services places heavy emphasis on collaborative partnerships to benefit those individuals with disabilities whom the Vocational Rehabilitation program serves in achieving independence and meaningful employment outcomes. While some collaborative efforts are mandated by law, this Division views all collaborative activity to be much more than meeting a requirement; rather, it is the establishment of true partnerships through which a higher standard of service is provided to our clientele. Partnerships with various agencies and entities enable us to provide a higher-level comprehensive service delivery system. This, in turn, leads to ever-improving, enhanced and more substantial services to individuals with disabilities in their efforts to become more informed, make meaningful decisions, and achieve productive results in their lives. A few of these partnerships are listed below.

## **WorkAbility: Opening Doors to Work**

Created through a partnership between the agencies of Education, Health, Rehabilitation and Workforce Services, WorkAbility establishes links and services that help Utahns with disabilities make informed choices to move toward attaining meaningful employment. Addressing such areas as benefits planning for public assistance recipients in efforts to return to work, effective transition of students with disabilities from school to work, educating employers on the benefits of hiring people with disabilities, and the establishment of an employer network to provide qualified workers with disabilities to meet employer needs, the WorkAbility partnership is making a significant difference in Utah's work market.

## **HB 31 Supported Employment Pilot**

Established by legislative activity, the HB 31 Supported Employment Pilot is a partnership between the Divisions of Rehabilitation Services and Services for People with Disabilities targeting the supported employment waiting list. Through this ongoing pilot that runs through June 2008, the waiting list has been reduced to 198 individuals. Ninety-eight individuals previously on the waiting list have been successfully employed. The pilot is on target to serve the 200 individuals legislatively authorized.

## **Transition Coordination With School Districts**

The Division of Rehabilitation Services has cooperative agreement partnerships with each of Utah's forty school districts, with a rehabilitation counselor assigned to each Utah high school. In addition to this, there are jointly funded transition coordinators in some districts, and plans for additional transition coordinators in other districts this coming year. As a result of these partnerships, the Division can connect at the earliest point possible with students with disabilities who have need of Vocational Rehabilitation services as they transition from school to post-secondary life.

## **Workforce, Education, Economic Development Alliance (WEEDA)**

A collaborative partnership between these agencies was established to ensure that the pathways between education, workforce and economic development are synchronized to meet the needs of Utah's unique labor market and the developing workforce. As the provider of Vocational Rehabilitation services to the largest unemployed and underemployed segment of the state's population, the Division of Rehabilitation Services is actively involved in this alliance, chairing the collaboration subcommittee.

# INDEPENDENT LIVING PROGRAM

**Mission:** To provide opportunities for individuals with disabilities to increase their independence and level of integration in their communities.

The Division of Rehabilitation Services, in conjunction with the Independent Living Centers, the Division of Services for the Blind and Visually Impaired, and the Utah Statewide Independent Living Council, provide independent living services to eligible consumers. Coordination of services occurs through contractual arrangements and management structures supported by all the entities involved in the program. All services are provided through the network of Independent Living Centers (the Utah Independent Living Center, Salt Lake City; Options for Independence, Logan; Active Re-Entry, Price; Red Rock Center for Independence, St. George; Tri-County Independent Living Center, Ogden; and Central Utah Independent Living Center, Provo).

Eligibility for the program is based on the presence of a disability coupled with the ability to benefit from the provision of services. All services are based on individual need as described in an individualized independent living plan. The listed services are time-limited and designed to assist consumers in increasing and maintaining their levels of independence and community participation.

## **Peer Support**

Peer support is designed to assist individuals in increasing and maintaining their independence. The information needed to live with a disability can more easily be gained when support is provided by an individual with a disability.

## **Independent Living Skills Training**

Skills training includes adaptive cooking, cleaning, budgeting, personal hygiene, transportation, and advocacy.

## **Individual and Systems Advocacy**

Advocacy programs are designed to increase both the consumer's ability to advocate for himself or herself and the community's capacity to meet the needs of individuals with disabilities. Systems advocacy is a process used to increase awareness and encourage the community to provide access for all citizens.

## **Information and Referral**

Information about other services, as well as referrals to other programs, is intended to increase the options available to individuals.

## **Assistive Technology Services**

A comprehensive program of assistive technology services includes assessment, evaluation, short-term loans, and equipment purchases for eligible consumers. Assistive devices can provide significant opportunities for individuals to participate in school, home life, and the general community.

## **Recreation and Community Integration Programs**

Recreation and other community integration programs are often an individual's first introduction to independent living services. Activities have included river trips, adaptive skiing, swimming classes, weightlifting, movies, book clubs, golf, and many other community activities. Often, successful experiences in these programs lead to increased self-esteem and sense of worth, which then lead to further participation and increased independence.

## **Independent Living Older Blind Services**

In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals

aged 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes and communities. All services, including recreation, are integrated, allowing seniors to participate. The division provides other significant services to augment those of the centers, including intensive orientation and mobility services, low vision screening, and general adaptive living skills.

### **Nursing Facility Diversion and Community Re-Entry**

This is a comprehensive program which provides nursing home diversion and community re-entry services. It is designed to enable people with disabilities living in nursing homes or other institutions to move into alternative community living arrangements that promote personal choice, and also to keep individuals at risk of entering a nursing facility in the community.

### **ACCOMPLISHMENTS**

- ▶ 342 consumers became eligible for independent living assistive technology services.
- ▶ 484 assistive technology devices were provided.
- ▶ 1,053 consumers received older blind services.
- ▶ 5,962 individuals with disabilities were served.
- ▶ 49 consumers were relocated from nursing homes or institutions due to independent living services received.
- ▶ 186 consumers were prevented from entering nursing homes or institutions due to independent living services received.

## **SUCCESSFUL PEOPLE**

### **SUSAN CHAPMAN**

Imagine living in a nursing home due to numerous disabilities—but, through the help of the Independent Living program, being released from the home, working part-time, and basically becoming self-sufficient! Susan achieved this goal through the many services provided for her at the Utah Independent Living Center. The staff taught her such things as assertiveness, self-advocacy, and writing, and helped her participate in recreational activities, including gardening and an acting club. All this gives Susan a well-rounded life. She continues to live with her disability, working part-time, and lives her life the way she wants to, enjoying every day. Susan feels the Center staff has become her second family, and that they gave her the knowledge of her rights and that she needs to go forward.





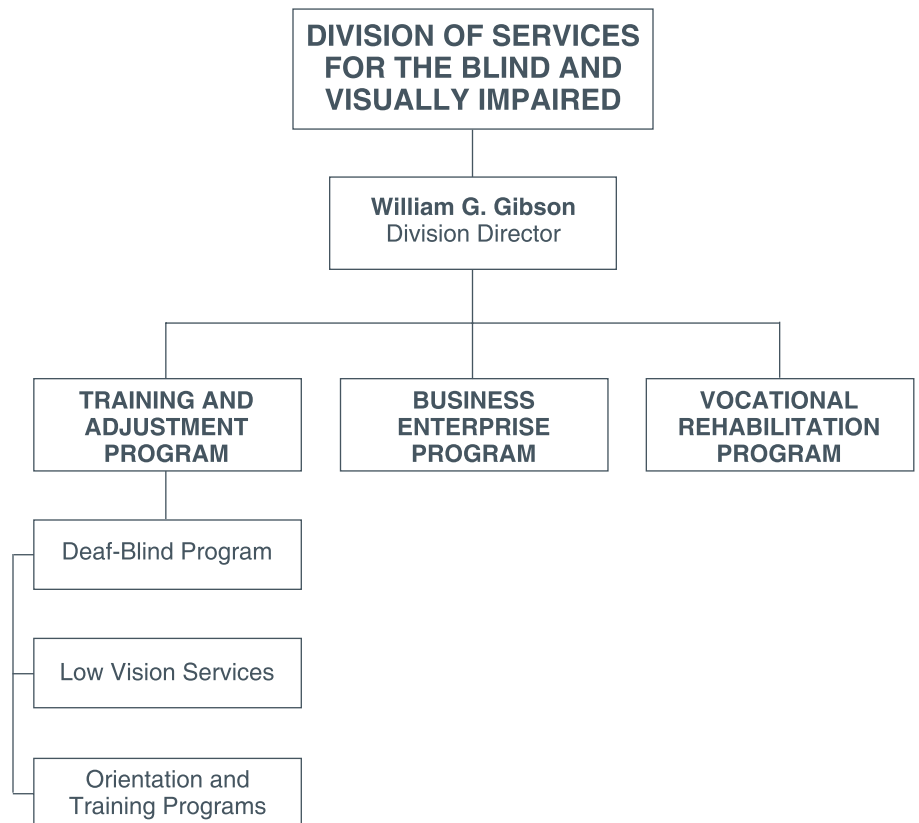


# BLIND AND VISUALLY IMPAIRED

Division of Services for the



William G. Gibson  
Division Director





# Division of Services for the BLIND AND VISUALLY IMPAIRED

**Mission:** To assist individuals who are blind or visually impaired in achieving maximum levels of independence and, whenever possible, developing goals toward competitive employment.

**The Division of Services for the Blind and Visually Impaired (DSBVI)** provides services designed to increase independence, community integration and productivity for individuals who are blind or visually impaired. These services are provided to eligible individuals under the State Office of Rehabilitation through programs located at DSBVI.

## **SERVICES INCLUDE:**

- ▶ **Vocational Rehabilitation (VR)** provides services to assist individuals with visual impairments to prepare for, obtain and maintain employment.
- ▶ **Training and Adjustment Services (TAS)** includes outreach training services, counseling by a staff social worker, and a complete center-based orientation and training program.
  - The Orientation and Training Program (OTP) is a series of classes which gives the student an opportunity to learn alternative techniques for everything from the most basic personal care to cooking, woodworking, craft, Braille, and computer skills and programs.
  - Activities of Daily Living (ADL) teachers work with clients to facilitate obtaining skills and alternative techniques in cooking, cleaning, personal hygiene and organizational techniques.
  - Orientation and Mobility (O&M) instruction is provided for individuals on how to travel in their own environment, move about independently and safely, and utilize public transportation. Adjustment to Blindness classes teach self-esteem, self-confidence and self-advocacy skills.
- ▶ **Low Vision Services (LVS)** assists individuals living in Utah who have a significant vision problem. There are many devices, resources and services available for individuals to help them learn to use their remaining vision effectively and to utilize alternative techniques.
- ▶ **Business Enterprise Program (BEP)** is a unique opportunity designed to train and license blind and visually impaired individuals to operate their own businesses, including food service and vending routes in government facilities.
- ▶ **Deaf-Blind (DB)** Services are offered for blind and visually impaired individuals who also have hearing loss. Services may include training in alternative communication skills and instruction concerning the use of adaptive equipment. The Deaf-Blind Support Services Provider (SSP) program assists individuals in the community or home with visual and auditory tasks.
- ▶ The Division's **Vision Screening Program** is an important service provided to children in Utah. The goal is to detect poor vision or risk factors in children prior to entering school that interfere with their vision and normal visual development. With vision screening, many children avoid permanently losing their vision as a result of various treatable diseases.
- ▶ The **Older Blind Program** provides independent living services to people age 55 or above who are blind or visually impaired. Staff members at DSBVI and Independent Living Centers throughout Utah work together to

# Division of Services for the Blind and Visually Impaired

help increase the independence of these individuals. Objectives include offering community-based independent living services to maximize their independence, increasing program participation through outreach activities, and providing training and support regarding individual and systems advocacy. Services and activities may include orientation and mobility, low vision services, and housing and transportation.

The Deaf-Blind Support Services Provider (SSP) program continues to expand. Individuals who are deaf and blind receive assistance from support service providers in activities such as reading their mail and newspaper, grocery shopping, getting to and from appointments, and attending recreational activities. These services have enabled individuals to become more involved in their communities and enjoy greater independence. The number of individuals participating in this program continues to increase, and individuals living in rural areas of Utah are now participating.

The number of individuals served by the Low Vision program continues to increase. This past year, 8,434 individuals were served by the Low Vision program. Following a referral from an ophthalmologist or optometrist, individuals with usable residual vision are evaluated in Low Vision clinics. Clinics are conducted throughout the state of Utah and in several rural communities by our certified low vision specialists. Low vision devices such as special magnified glasses, illuminated lamps, magnifiers and other items are provided. Low Vision Services carries

a wide range of items such as Braille devices, adaptive devices using speech, and large print items.

Individuals served through the training and rehabilitation programs continue to receive adaptive technology assistance. A rehabilitation technology specialist assists clients with evaluation and training, as well as setup of adaptive technology. Through this assistance, individuals are able to gain and maintain competitive employment. A computer teacher in the training program is also available to provide instruction in basic computer skills.

Those individuals served in the Older Blind Program also receive assistance in acquiring evaluation and setup of adaptive technology. Through this service, these clients have gained access to information and been able to increase their independence and participate in their communities.

Under the VR Program, the Division is continually searching for methods that will better serve clients in acquiring skills to increase independence or obtain gainful employment. A job readiness class has been developed which has helped clients learn skills in resume writing, completing applications, interviewing and other job-seeking techniques. This class has assisted clients to gain and maintain competitive employment.

## ACCOMPLISHMENTS

Vocational Rehabilitation services were provided to 529 blind or visually impaired individuals.

- A total of 76 individuals were placed into employment.
- Of those who received services, 96 percent were considered severely or most severely disabled.
- Training and adjustment classes to facilitate adjustment to vision loss were attended by 284 individuals.
- Low vision services were provided to 8,434 individuals, 487 of whom were served for the first time.
- Over 60,319 preschool and kindergarten children were screened for amblyopia and other vision problems—2,527 more than last year; over 2,684 children were referred for professional eye examinations and treatment. Follow-up care was received by 1,506 children. This year 38 children were diagnosed with a pathological condition; four children were diagnosed with cancer. A three-year-old in Richfield who has been undergoing chemotherapy was referred by the school nurse, who encouraged the family to seek medical attention. One child received a lens transplant and another child has a prosthetic left eye; eight children were diagnosed as legally blind in one or both eyes; one child has glaucoma; four were diagnosed with cataracts; several children were diagnosed with various vision problems including

detached retinas and Aicardi syndrome; 138 children were diagnosed with amblyopia, and 449 children needed glasses; 69 children were under a doctor's care; 422 children tested within normal limits; and 75 children were referred to the doctor after their screening acuity was evaluated at 20/40.

- The BEP currently operates 85 locations consisting of vending, cafeterias and snack bars. They service a total of 546 vending machines and also have 23 highway rest area locations.
- Independent living services were provided to 1,053 older blind individuals.
- A total of 59 individuals who are deaf or blind were served in the Support Services Provider (SSP) program.

## SUCCESSFUL PEOPLE

### Kristin O'Neill

In order to maintain her employment as a business enterprise manager, Kristin came back to the Vocational Rehabilitation program as she was losing all vision. She was able to have an experimental surgery free of charge, but needed help with the cost of the artificial iris. The surgery was completed, and she is now legally blind in one eye and has 20/90 vision in the other eye, with glasses. Her eyesight has improved and should improve more with healing. As the mother of two children, Kristin states that without the Vocational Rehabilitation program and the services this Division provides, she would be close to blind and would not have the opportunities she has now to support her family.



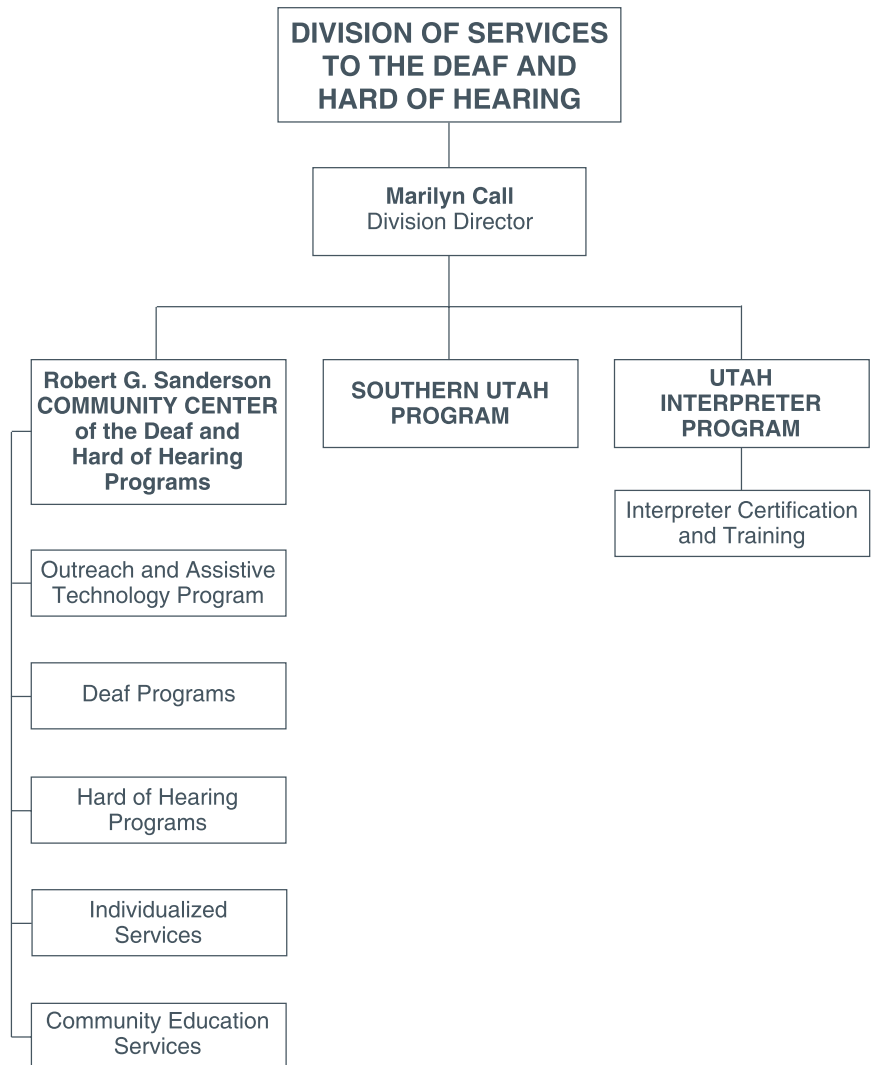


Division of Services to the

# DEAF and HARD of HEARING



Marilyn Call  
Division Director







# Division of Services to the DEAF & HARD OF HEARING

**Mission:** To provide individuals who are deaf or hard of hearing with opportunities and programs that enhance or maintain skills necessary to fully participate in their employment, family, and community.

**The Division of Services to the Deaf and Hard of Hearing (DSDHH)** provides services designed to increase productivity, independence, and community integration for individuals who are deaf or hard of hearing. Program services are provided through the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and a satellite office in St. George.

## **THESE SERVICES INCLUDE:**

- ▶ Information and referral.
- ▶ Educational classes.
- ▶ Counseling/case management.
- ▶ Recreation and leisure activities.
- ▶ Assistive technology demonstration and loaner program.
- ▶ Repair and maintenance of assistive technology.
- ▶ Interpreter mentoring, certification testing and interpreting services for DSDHH and USOR staff.
- ▶ Library services.
- ▶ Activity programs for senior citizens, youth, families, and deaf-multidisabled individuals.
- ▶ Adjustment training.
- ▶ Benefits planning.

## **Sanderson Center Assistive Technology Program Helps Consumers Try Before They Buy**

Assistive technology can make a big difference for people who struggle to hear or can't hear at all. An Internet search for assistive technology for the hard of hearing results in 860,866 hits to research; the challenge is not finding out how much technology is available to assist people with hearing loss, but narrowing down the many options to what may really work for an individual—and helping that individual select something he or she will really use and can afford.

Staff members of the outreach and technology team of DSDHH have a variety of assistive technology devices and provide this service. Consumers who are hard of hearing often drop in after driving past the Sanderson Center or seeing a commercial on television about captioned phones. Staff members also visit people's homes to assist homebound clients or people who need help with the installation of alerting systems so they can know when the baby is crying or someone is ringing the doorbell.

When people come to the Sanderson Center's demonstration lab, they can try several devices and see what can help them to hear on a phone, hear in a group situation, or hear the television. They can pick a device that works best for their particular type of hearing loss, check out a device for a few weeks to make sure it is something they will use, and then make an informed decision on what to buy.

# Division of Services to the Deaf and Hard of Hearing

## ACCOMPLISHMENTS

### Interpreter Program

This program has responsibility for evaluating, training and certifying interpreters for the deaf for the State of Utah, as well as providing interpreter services for the Utah State Office of Rehabilitation. During the past year, 7,809 hours of evaluation of interpreter skills were provided. The following certification tests were administered:

- 118 written
- 81 novice level
- 97 intermediate level
- 23 temporary permits
- 5 cued speech

The center has an interpreter lab where individuals practiced their interpreter skills for a total of 10,500 hours. Eight interpreter training workshops were provided to assist individuals to improve their skills in order to maintain current certification or prepare for the next level of certification. Over 1,500 hours of interpreting were provided by staff interpreters.

### Outreach and Assistive Technology Program

The Outreach and Assistive Technology program provided services to 3,158 individuals. Examples of services include trial use of technology through the demonstration lab, training about the needs of individuals who are deaf or hard of hearing for businesses and other governmental agencies, booths at relevant information fairs, demonstrations of hearing-assistive technology groups, evaluations of technology needs at the homes of deaf and hard of hearing people, and installation and repair of assistive technology.

### Deaf Programs

Six hundred twenty-eight volunteers assisted with a variety of programs with the Sanderson Center. An average of 96 deaf senior citizens participated in senior programs each week. Examples of activities include e-mail training, card games, health clinics, and community tours.

Monthly social support and training activities were attended by 36 individuals who are deaf or hard of hearing and have additional disabilities. Activities included training on technology use, performing community service, attending community events, and an annual camp activity with the National Ability Center.

One hundred ninety-two deaf children participated in programs such as Summer Day Camp, family supports, the annual Surprise Egg Hunt, and other seasonal activities.

Two hundred ninety deaf and hard of hearing individuals and prospective employers participated in training and a job fair to promote employment opportunities.

Liaison activities occurred at least monthly with the Utah School of the Deaf, Utah Association for the Deaf, Association of Late-Deafened Adults, Legislative Coalition for People with Disabilities, Utah Developmental Disabilities Council, Utah Transit Authority, Jean Massieu School for the Deaf, and senior citizen and independent living centers.

### Hard of Hearing Program

Adjustment training and support services were provided to 14,047 hard of hearing adults. Examples of support given include one-on-one case management, assistive technology counseling, information and referral, and Living with Hearing Loss classes for hard of hearing individuals and their families. Thirty-seven speechreading, cochlear implant, and other hearing-loss-related classes were provided to individuals in southern Utah.

### Mental Health Counseling/Independent Living

Mental health and case management services were provided to 730 clients who are deaf or hard of hearing. Five hundred thirty hours of therapy were provided. Case management staff members provided 1,930 service hours, including counseling, referrals, creating treatment plans, and coordinating services. An additional 1,953 hours were spent providing outreach education, developing materials, and creating more resources in the community.

Independent living training was provided to 23 individuals

# Division of Services to the Deaf and Hard of Hearing

through a peer counselor housed at the center. Training included such things as writing skills, how to ride public transportation, cooking, and using new technology such as e-mail.

Legal clinics organized by the individualized service staff provided legal service to 25 individuals who are deaf or hard of hearing.

## Adult Education Classes

Thirty-eight adult education classes and workshops were attended by 598 individuals in northern Utah. Classes included American Sign Language and conceptually accurate signed English, financial planning, computer skills, speechreading, parenting, and legal rights of employees who are deaf or hard of hearing. In southern Utah, a variety of educational classes were attended by 325 participants.

## Personal Adjustment Services

Socialization and adjustment activities served 5,387 participants at the Sanderson Community Center.

## Southern Utah Program

The Division opened a satellite office to provide services to the growing southern Utah population in January 2005. This program provides community education workshops and classes, case management, education and referral, adjustment training for adults with acquired hearing loss, and an assistive technology demonstration program. Services provided this past fiscal year include:

- 167 walk-in services.
- 529 classes and/or workshops.
- 24 case management clients served.
- 93 information contacts and referrals made.
- 74 individuals provided with assistive technology.
- 409 individuals provided with personal adjustment services.



# SUCCESSFUL PEOPLE

### Linda Berness

Linda sets a great example by practicing the new skills she learned from participating in the Leadership Academy for the Deaf and Hard of Hearing. These intensive workshops teach about policymaking, politics and leadership skills during an eight-month course of study. She has become a very effective volunteer in several deaf community organizations since becoming involved with the Leadership Academy.

Linda was born in Bozeman, Montana. She graduated from the Utah School for the Deaf in 1968. She has three beautiful daughters, two of whom are deaf. All of them use sign language to communicate with their mother. She has 14 grandchildren, of whom four are deaf.

As a co-founder of the Segó Lily Center for the Deaf, Linda has been serving for eight years in various positions. In the past she was the president of the Deaf Senior Citizens of Utah, served on the Utah Transit Authority, and committed her time to being on the Utah School for the Deaf Alumni Committee for two years. Last winter she was part of the Volunteers Corps under the 2007 Salt Lake City Deaflympics. Recently she served as Chairman of the Utah Association for the Deaf's 2007 Conference, which was very successful.

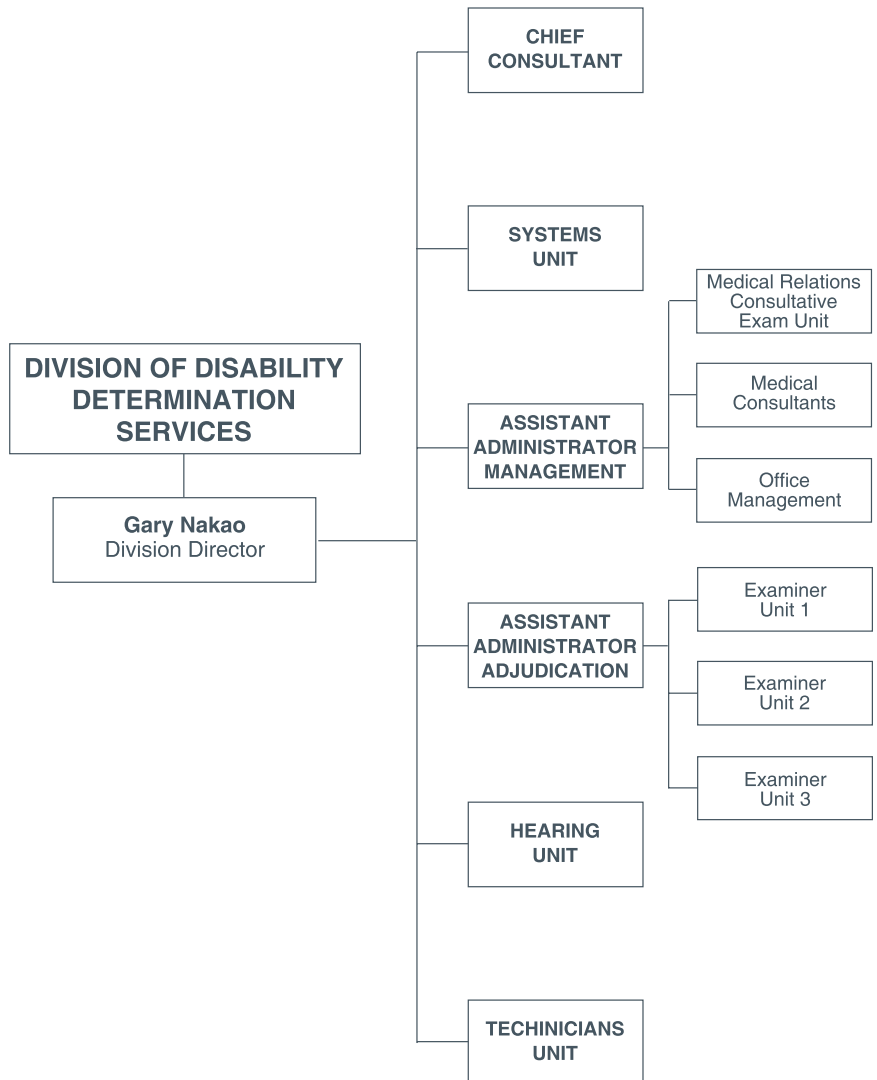
Today Linda is volunteering her time with the Utah Association for the Deaf's bookstore and continues to hold her position as chair of the Golden Award. When asked what has motivated her to keep so active, she says she wants to help members of Utah's deaf community have better lives.



Division of  
**DISABILITY**  
DETERMINATION  
**SERVICES**



Gary Nakao  
Division Director







# Division of DISABILITY DETERMINATION SERVICES

**Mission:** To make accurate and timely decisions on whether applicants meet the requirements for social security disability benefits.

## ACCOMPLISHMENTS

During fiscal year 2006 the Division developed a backlog of 1,130 claims, which added 4–6 weeks for claims to be assigned. This was the result of three major events coming at the same time. DDS was still recovering from the transition to electronic processing, still in the process of recruiting and training the replacements for three long-time experienced consultants who had all retired, and working on the replacement of nine examiners. During this period of time there was a legislative audit, largely due to the long processing time which resulted from the backlog and a reported low allowance rate. During this very challenging time for agency and staff, several very positive things also occurred:

- The legislative audit presented an objective and fair reporting of the problems causing the backlog and long processing times.
- The agency received unexpected assistance from the Idaho DDS which, along with other outside assistance arranged by the Social Security regional office, eliminated the backlog by December 2006.
- DDS received significant assistance from the Louisiana DDS for the backlog which developed in cases needing review by a medical consultant.
- With the great support of Executive Director Don Uchida and Marlo Wilcox, former Human Resource Director for the State Office of Rehabilitation, DDS was able to establish a new pay plan for examiners using the data from a recent state market comparability study.
- Last, but certainly not least, was the hard work of staff members who faced the challenge and overcame it.

The good news is that as of the week ending August 31, 2007, the average processing time dropped from an average of 128 days for fiscal year 2006 to 112.6. The most significant improvement, however, was during the quarter ending August 31, 2007, with the average processing time at 79.8 days. Furthermore, DDS has not had a backlog since December 2006. The DDS allowance rate was unexplainably low in 2005 at 28 percent, but increased to 35.3 percent in 2006, which was right at the national average. Thus far in 2007, the rate is running at 38.5 percent, which is now above the national average of 34.7 percent. Finally, the best news is that DDS has lost only three examiners in 2007, which represents about eight percent turnover compared to the usual 28 percent average (or 8-9 examiners).

## DDS Staff Member Recognized With a Social Security Associate Commissioner Citation

One of the important elements of electronic processing of claims is the ability to work with community medical providers and other sources of information to receive and send information electronically. Dave Carlson, Medical Relations Officer, was primarily responsible for this particular initiative. Working with Kynda Richardson and Peter Muller, he has moved well along the path of requesting and receiving information electronically. Currently, 99.5 percent of our consultative examinations are electronic. For Dave's leadership in this endeavor, he received a Social Security Associate Commissioner's citation at an awards ceremony in Baltimore earlier this year.

# Division of Disability Determination Services

## **New Building Planned**

As reported last year, DDS is planning to move to a new building and location. It is hoped that the agency will be moved into the new building by summer 2008.

## **DDS Advisory Council**

The nine-member DDS Advisory Council continues to provide valuable input and feedback on how DDS is serving the public. Additionally, each of the nine members and alternates provides factual information about the program to different segments of the public or agencies he or she represents. The Advisory Council was established by state statute in 1994 and is celebrating its thirteenth birthday.

## **Impact on Utah's Citizens and Economy**

As of September 2007, there were 44,379 Social Security Disability Insurance beneficiaries in Utah receiving a total of \$36,206,000 a month. This represents an increase of 3,126 beneficiaries from last year, and almost \$3,898,000 paid more per month. As of June 2007, there were 21,626 Supplemental Security Income beneficiaries in Utah receiving a total of \$10,221,000 a month. This represents an increase of 1,453 beneficiaries over September 2006 and a total increase of \$1,459,000 per month compared to a year ago. As the data indicates, the disability program is having a large impact on Utah's citizens and Utah's economy.



# Utah State Office of Rehabilitation

# OFFICE LOCATIONS

## UTAH STATE OFFICE OF REHABILITATION

### ADMINISTRATION OFFICE

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT 84114-4200  
(801) 538-7530/1-800-473-7530

### GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9392 Voice/TTY

## DIVISION OF REHABILITATION SERVICES

### ADMINISTRATION OFFICE

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT 84114-4200  
(801) 538-7530/1-800-473-7530

### INDEPENDENT LIVING REHABILITATION PROGRAM

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT 84114-4200  
(801) 538-7529  
1-800-473-7530 Voice/TTY

### NORTHERN UTAH DISTRICT

1150 South Depot Drive #275  
Ogden, UT 84404-1374  
(801) 395-6310  
1-800-560-4672 Voice/TTY

### BRIGHAM CITY OFFICE

275 West 1100 South  
Brigham City, UT 84302-3116  
(435) 734-9408  
1-800-559-9408 Voice/TTY

### LOGAN OFFICE

115 W. Golf Course Road  
Logan, UT 84321-5984  
(435) 787-3480  
1-800-560-9766 Voice/TTY

### OGDEN-DAVIS DISTRICT

950 East 25<sup>th</sup> Street  
Ogden, UT 84401  
(801) 395-7020 Voice/TTY

### SOUTH DAVIS OFFICE

150 North Main, Suite 103  
Bountiful, UT 84010  
(801) 296-1293 Voice/TTY

### LAYTON OFFICE

2984 North 400 West, Suite A

Layton, UT 84041-1344  
(801) 776-5951 Voice/TTY

### CLEARFIELD OFFICE

1290 East 1450 South  
Clearfield, UT 84015  
(801) 776-7802 Voice/TTY

### SALT LAKE DOWNTOWN DISTRICT

660 South 200 East, Suite 400  
Salt Lake City, UT 84111-3844  
(801) 238-4560 Voice/TTY

### REDWOOD OFFICE

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9522 Voice/TTY

### VALLEY WEST DISTRICT

5522 South 3200 West  
Taylorsville, UT 84118-7802  
(801) 957-8200 Voice/TTY

### TOOELE OFFICE

982 North Main  
Tooele, UT 84074-1616  
(801) 882-1086  
1-800-734-1086 Voice/TTY

### SOUTH VALLEY DISTRICT

926 West Baxter Drive (10600 So.)  
South Jordan, UT 84095-8687  
(801) 446-2560  
1-800-625-7519 Voice/TTY

### SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING VR PROGRAM

5709 South 1500 West  
Salt Lake City, UT 84123-5217  
(801) 263-4884  
1-800-860-4860 VP/TTY  
(801) 263-4893  
1-877-860-4861 Voice

**PROVO DISTRICT**

150 East Center, Suite 3300  
Provo, UT 84606-3106  
(801) 374-7724  
1-800-662-6539 Voice/TTY

**AMERICAN FORK OFFICE**

64 South 360 East  
American Fork, UT 84003-2590  
(801) 772-0793 Voice/TTY

**PAYSON OFFICE**

910 East 100 North, #215  
Payson, UT 84651-1606  
(801) 465-8384 Voice/TTY

**EASTERN UTAH DISTRICT**

662 West Price River Drive  
Price, UT 84501-2839  
(435) 636-2820  
1-800-491-7734 Voice/TTY

**VERNAL OFFICE**

1680 West Hwy. 40, #106D  
Vernal, UT 84078-4135  
(435) 789-0273  
1-800-286-0273 Voice/TTY

**ROOSEVELT OFFICE**

1100 East Lagoon  
Roosevelt, UT 84066-3099  
(435) 722-6969 Voice/TTY

**BLANDING OFFICE**

121 East 500 North  
Blanding, UT 84511-2720  
(435) 678-1452  
1-800-531-9912 Voice/TTY

**MOAB OFFICE**

125 West 200 South  
Moab, UT 84532  
(435) 259-4635 Voice/TTY

**SOUTHERN UTAH DISTRICT**

925 South Main  
Cedar City, UT 84720-3726  
(435) 586-9995  
1-800-281-9945 Voice/TTY  
1-800-281-9945 Voice/TTY

**DELTA OFFICE**

520 East Topaz Blvd., #109  
Delta, UT 84624-4106  
(435) 864-2509/1-800-531-9914 Voice/TTY

**RICHFIELD OFFICE**

1158 South Highway 118  
Richfield, UT 84701-3116  
(435) 896-1470/1-800-953-6479 Voice/TTY

**ST. GEORGE OFFICE**

1067 East Tabernacle, #10  
St. George, UT 84770-3163  
(435) 673-5091/1-800-281-5091 Voice/TTY

**MANTI OFFICE**

55 South Main, #2  
Manti, UT 84642-1332  
(435) 835-0750/1-800-531-9913 Voice/TTY

**VOCATIONAL EVALUATION SERVICES**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9501 Voice/TTY

**OGDEN VOCATIONAL EVALUATION SERVICES**

950 East 25<sup>th</sup> Street, #200  
Ogden, UT 84401  
(801) 395-7080 Voice/TTY

**PROVO VOCATIONAL EVALUATION SERVICES**

150 East Center, Suite 3300  
Provo, UT 84606-3157  
(801) 374-7724/1-800-662-6539 Voice/TTY

**ST. GEORGE VOCATIONAL EVALUATION SERVICES**

1067 East Tabernacle #10  
St. George, UT 84770-3163  
(435) 673-5091/1-800-281-5091 Voice/TTY

**UTAH CENTER FOR ASSISTIVE TECHNOLOGY**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9539/1-888-866-5550  
Voice/TTY

**COMPUTER CENTER FOR CITIZENS WITH DISABILITIES**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9380 Voice

**EMPLOYMENT RESOURCE CENTER**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9530/(801) 887-9500  
TTY

**BENEFITS PLANNING, ASSISTANCE AND OUTREACH PROGRAM**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9530 TTY

**DIVISION OF DISABILITY  
DETERMINATION SERVICES**

P.O. Box 144032  
Salt Lake City, UT 84114-4032  
(801) 321-6500 Voice/TTY

**DIVISION OF SERVICES TO  
THE DEAF AND HARD OF  
HEARING****ADMINISTRATION OFFICE**

5709 South 1500 West  
Salt Lake City, UT 84123-5127  
(801) 263-4861  
1-800-860-4860 Voice  
(801) 263-4860  
1-877-860-4861 VP/TTY

**ROBERT G. SANDERSON  
COMMUNITY CENTER OF  
THE DEAF AND HARD OF  
HEARING**

5709 South 1500 West  
Salt Lake City, UT 84123-  
5217  
(801) 263-4861/1-877-860-  
4861 Voice  
(801) 263-4860/1-800-860-  
4860 VP/TTY

**INTERPRETER PROGRAM**

5709 South 1500 West  
Salt Lake City, UT 84123-  
5217  
(801) 313-6808 Voice/VP/  
TTY

**INDIVIDUALIZED SERVICE  
PROGRAM**

5709 South 1500 West  
Taylorsville, UT 84123-5217  
(801) 263-4861 Voice/(801)  
263-4860 VP/TTY

**OUTREACH AND  
TECHNOLOGY PROGRAM**

5709 South 1500 West  
Taylorsville, UT 84123-5217  
(801) 263-4861 Voice/(801)  
263-4860 VP/TTY

**SOUTHERN UTAH SERVICES  
TO THE DEAF AND HARD  
OF HEARING**

1067 East Tabernacle #9  
St. George, UT 84770  
(435) 673-8974 Voice/VP/  
TTY or (435) 673-8983  
TTY/VP

**DIVISION OF SERVICES  
FOR THE BLIND AND  
VISUALLY IMPAIRED****ADMINISTRATION OFFICE**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4343  
1-800-284-1823/  
(801) 323-4395 TTY

**TRAINING AND ADJUSTMENT  
SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4348

**LOW VISION AND  
OUTREACH SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4373

**VOCATIONAL REHABILITATION  
SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4374

**PROVO VOCATIONAL  
REHABILITATION SERVICES**

150 East Center, #3300  
Provo, UT 84606-3157  
(801) 374-7705  
1-800-662-6539

**OGDEN VOCATIONAL  
REHABILITATION SERVICES**

950 East 25<sup>th</sup> Street  
Ogden, UT 84401  
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